

DISABLED WINTERSPORT AUSTRALIA GUIDE CODE OF CONDUCT

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| POLICY NAME | Guide Code of Conduct |
| DATE OF ISSUE | 12 June 2019 |
| POLICY COVERAGE | This policy applies to all Disabled Wintersport Australia (DWA) guides. |
| DATE OF REVIEW | This policy will be reviewed at least annually and more often should legislative requirements other material changes to circumstances require. |

1. SCOPE

1.1. This policy applies to all Disabled Wintersport Australia (DWA) guides.

2. PURPOSE

2.1. To ensure DWA programs are conducted in a safe environment.

2.2. To ensure DWA guides understand their responsibility to DWA, its members and stakeholders.

3. DEFINITIONS

3.1. The Alpine Responsibility Code is observed at all Australian resorts and can be found at www.disabledwintersport.com.au.

4. CODE OF CONDUCT

4.1. The Alpine Responsibility Code must be observed at all times. If a guide feels the member they are skiing or snowboarding with is not following the Alpine Responsibility Code, they may report the member to the resort services coordinator or program coordinator. If the guide feels the member is putting themselves or others in immediate danger the guide should first contact ski patrol, then the coordinator.

4.2. If a guide does not feel that they are adequately skilled or physically able to assist facilitating a member on snow, then they should feel comfortable to express that concern to the resort services/program coordinator before embarking on an activity, so alternative arrangements can be made. If issues arise during a session on snow that may have a potentially significant impact on safety (e.g. equipment failure), then the guide(s) must stop and make the situation safe, seek assistance from the resort services/program coordinator, and engage appropriate resort staff where necessary.

4.3. DWA guides are very visible in the resort and are expected to demonstrate a good example to other snow sport users. This includes, but is not limited to, taking extra care regarding speed, use of slope space, awareness of other snow sport users and interactions with the general public and resort staff.

- 4.4. Unless permission is given from resort staff, guides and members may only use the snowsports school priority lift line when on a lesson with a snowsports school instructor. Only enter the line with the instructor. If resort staff give permission to use the snowsports school priority lift line outside of lesson times, please show respect to other guests by waiting the equivalent length of time someone would have to wait in the regular lift line.
- 4.5. Follow any instructions given by ski patrol or resort staff. If you disagree with the ski patrol or resort staff's directions, do not argue with them. Discuss the interaction with your DWA resort services coordinator or program coordinator who will take appropriate action.
- 4.6. All guides must wear appropriate safety equipment while participating with DWA on snow. Please refer to the Personal Protective Equipment Policy for details.
- 4.7. Smoking or drinking alcohol is not permitted while wearing a DWA guide jacket.
- 4.8. Guides must not be under the influence of alcohol or illicit drugs while guiding, volunteering or training for DWA.
- 4.9. To ensure safety of all participants, prior to commencing guiding the guide must talk to the coordinator about any prescription or over counter medication they are taking that may affect performance. They must also inform the coordinator of any injuries that may affect their ability to perform guiding duties. If an injury occurs during guiding it must be reported to the coordinator.